

EDITED KSA LISTING

CLASS: Staff Services Manager I

NOTE: Each position within this classification may be required to possess all or some of these knowledges, skills or abilities.

	Knowledge of:
K1	General knowledge of the principles, practices, and techniques of public and business administration including management and supportive staff services (e.g. budget, personnel, management analysis, planning, program evaluation, etc.) or related areas to provide appropriate leadership and management in the unit.
K2	General knowledge of supervisory principles, practices and techniques to plan, oversee, and direct the work activities of employees.
K3	Basic knowledge of training methods and techniques to develop and provide training programs and presentations to staff.
K4	General knowledge of program management to be able to effectively run a program on a day-to-day basis and plan for the future.
K5	Basic knowledge of the formal and informal aspects of the legislative process in order to analyze a bill affecting the department and the impact to the Department (i.e., bill analysis, legislative proposal, legislative reports, budget process, etc.).
K6	General knowledge of the purpose, mission, and goals of the Department to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/division.
K7	Technical knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship.
K8	General knowledge of a manager's role in the Equal Employment Opportunity Program regarding regulations, processes, and objectives to promote the department's equal employment opportunity policies and goals in making hiring decisions and to provide an harassment free work environment.
K9	Basic knowledge of the Budget Change Proposal (BCP) process to make desired changes to program or division budgets.
K10	Basic knowledge of the contracting process to enter into contracts for products or services from outside vendors or other State agencies.
K11	Basic knowledge of data analysis methods and techniques to draw appropriate conclusions and make decisions when completing work assignments and projects.
K12	General knowledge of conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group or division.

Bold text-indicates not on Classification Spec.

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	Skill to:
S1	Skill to reason logically, creatively and use a variety of analytical techniques and resources to complete work assignments and resolve complex governmental and managerial problems in accordance with departmental goals and objectives.
S2	Skill to develop and evaluate alternatives to solve complex problems/issues/concerns.
S3	Skill to thoroughly analyze data and situations accurately in order to determine and implement effective and appropriate courses of action.
S4	Skill to consult and advise administrators or other interested parties to provide information and/or recommendations on issues impacting the department.
S5	Skill to establish and maintain confident and cooperative relationships with departmental employees, the public, and other State agencies to meet the department's goals and objectives.
S6	Skill to review, edit, and evaluate written documents to produce quality products.
S7	Skill to effectively utilize interdisciplinary teams to accomplish the Department's mission and goals.
S8	Skill to manage the work activities of a complex program to meet operational goals of the unit/division.
S9	Skill to establish and maintain project priorities in order to complete projects and assignments on time and within budget.
S10	Skill to effectively contribute to the department's equal employment opportunity objectives in order to create and maintain a fair and equitable work environment.
S11	Skill to present ideas and information effectively to various entities (e.g. employees, the public, management, etc.) in order to communicate and meet operational needs.
S12	Skill to operate a personal computer in order to perform daily managerial duties (e.g., reports, tracking systems, presentation/training materials, etc).
S13	Skill to communicate effectively in order to exchange information and/or provide direction to staff and others.